

Application No. 09/711,049  
Amendment dated December 12, 2003  
Reply to Office Action of July 7, 2003

**AMENDMENTS TO THE SPECIFICATION:**

Please delete the paragraph beginning on page 2, line 7 and ending on page 2, line 13 and replace with the following:

However, because household electronic devices ~~haven been~~have become sophisticated and complicated, a problem occurs that the above support system cannot completely function. For example, even if a user finds a trouble and inquires of the support division through a telephone, the user cannot easily communicate with the support division because the number of inquiries increases. Moreover, though users can inquire by facsimile or E-mail recently, in many cases, it takes a lot of time to receive an answer because the number of inquiries increases.

Please delete the paragraph beginning on page 2, line 14 and ending on page 2, line 22 and replace with the following:

Furthermore, because household electronic devices have ~~been~~become sophisticated and complicated, it has been difficult [[that]]~~for~~ the support division ~~clarifies to clarify~~ the cause of trouble only through [[the]] communication from a user. For example, the number of cases increases in which a user feels that operations of an electronic device are somehow different from past operations though the device operates, or a user misunderstands that an electronic device is broken down though the device ~~normally operates~~operates normally. In these cases, it is very difficult for the support division to clarify the cause of trouble only by the transfer of information through the conversation between the user and the support division.

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~~Please delete the paragraph beginning on page 10, line 1 and ending on page 10, line 4 and replace with the following:~~

*X3*  
As shown in Fig. 4, a battery compartment 18 and a card compartment 17 are provided for the bottom face of the camera body 2. The card compartment 17 has two card slots 17a and 17b for mounting a memory card 91 and a function card 92. ~~The both~~Both compartments are opened or closed by a ~~eram~~clam shell lid 15.

~~Please delete the paragraph beginning on page 12, line 25 and ending on page 13, line 6 and replace with the following:~~

*X4*  
The analog image signal sent from the signal processing circuit 313 in the imaging unit 3 undergoes various image processing in an image processing unit 200 in the camera body 2. Fig. 6 is a block diagram showing a configuration of the image processing unit 200. First, the analog image signal sent to the image processing unit 200 is converted into a 10-bit digital signal of every pixel by an A/D converter 205. The A/D converter 205 converts each pixel signal (analog signal) into a 10-bit digital signal in accordance with the clock for A/D conversion input from the timing control circuit 202.

~~Please delete the paragraph beginning on page 19, line 5 and ending on page 19, line 9 and replace with the following:~~

*X5*  
When the self-inspection is completed, the user returns the inspection card to the support division by the return ~~envelope~~envelope (steps ST106 and ST125). The support division receiving the inspection card reads out the inspection results from the inspection card and analyzing the results by a computer or an expert to diagnose the digital camera 1 (step ST126).

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*Please delete the paragraph beginning on page 25, line 3 and ending on page 25, line 8 and replace with the following:*

*AP*  
After the communication card is inserted into the card slot, inspection signals corresponding to the type of the communication card is transmitted (step S415). Almost simultaneously with transmission of the inspection signal, voltage supplied to the communication card is detected and recorded in the inspection card (step S416) and a timer starts (step S417). Thereafter, it is ~~waited~~waiting for signals corresponding to the inspection signals to be transmitted from the communication card (step S418).

*Please delete the paragraph beginning on page 38, line 3 and ending on page 38, line 8 and replace with the following:*

*A1*  
Then, as the support system of the third preferred embodiment, an example is described in which a plurality of the inspection programs 641 in the second preferred embodiment are prepared for every inspection item (that is, every diagnosis item corresponding to every function of the digital camera 1). The example is described below by properly using the symbols used for the second preferred embodiment.

*Please delete the paragraph beginning on page 38, line 20 and ending on page 39, line 3 and replace with the following:*

*X8*  
First, as previous preparation, in the Web server 6, the inspection programs 641 in the hard disk 64 are registered on the home page by the inspection-program registering section 72 (step S91). This step is executed only once before the following steps which are repeatedly executed for every request from the user. Fig. 47 is an illustration showing a screen to be displayed when “downloading of self-inspection software” is selected in the main menu shown in Fig. 29. As shown in Fig. 47, a plurality of inspection

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A8  
programs which correspond to the troubles of liquid crystal display (LCD),  
flash, lens, image quality, and the like, respectively, are registered on the home  
page.

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